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# BCBSWY Directory Validation Training Guide

10/24/2022 Version 1.2

## Overview:

In order to help facilitate compliance with the No Surprises Act (NSA) provider directory validation requirements, Blue Cross Blue Shield of Wyoming (BCBSWY) has developed a Directory Validation tool on the Availity Portal. This tool allows you to review and confirm name, address, contact information, and providers affiliated with your organization online. The NSA requires you confirm this information with us every 90 days, so your information can continue to be listed in our public directory.

## Directory Validation Preparation:

**IMPORTANT**: You must have access to all your organization's NPI and tax ID combinations. If you don't have all your organization's information, you will need to contact your Availity administrator to give you access to all combinations of Group NPIs/Tax IDs. Your administrator will need to access their Availity account under their user account and "**Manage My Organization**."
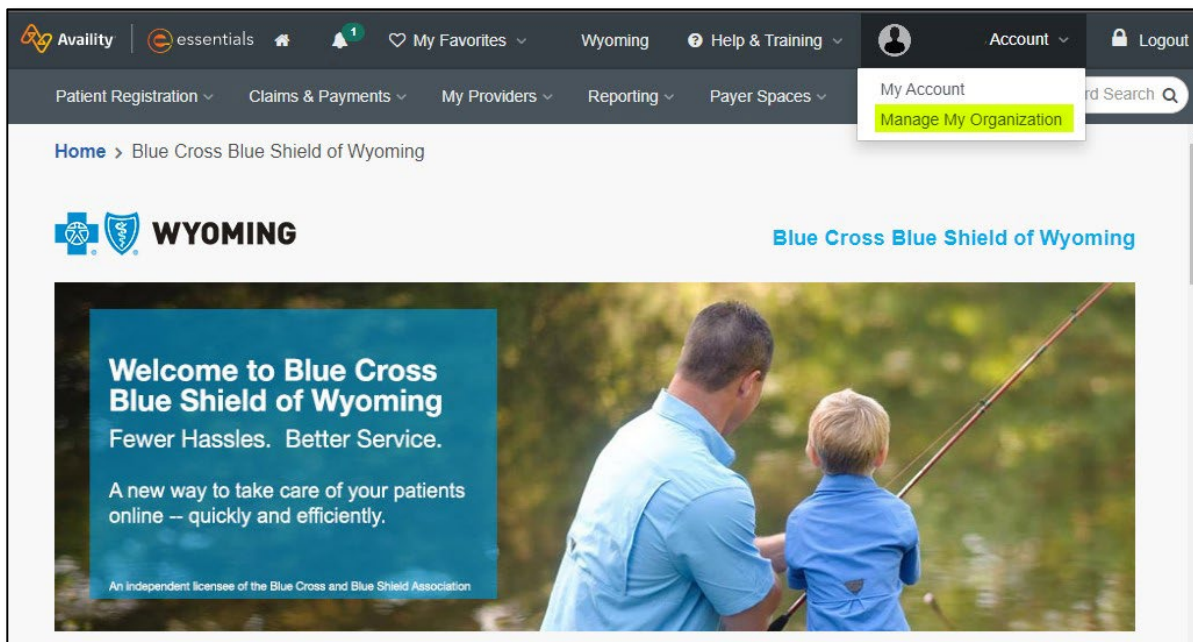


Under "**Providers**," ensure your Group NPI/Tax ID combination are available. If the combination is missing, add it beneath the "**Add Provider(s)**" button.
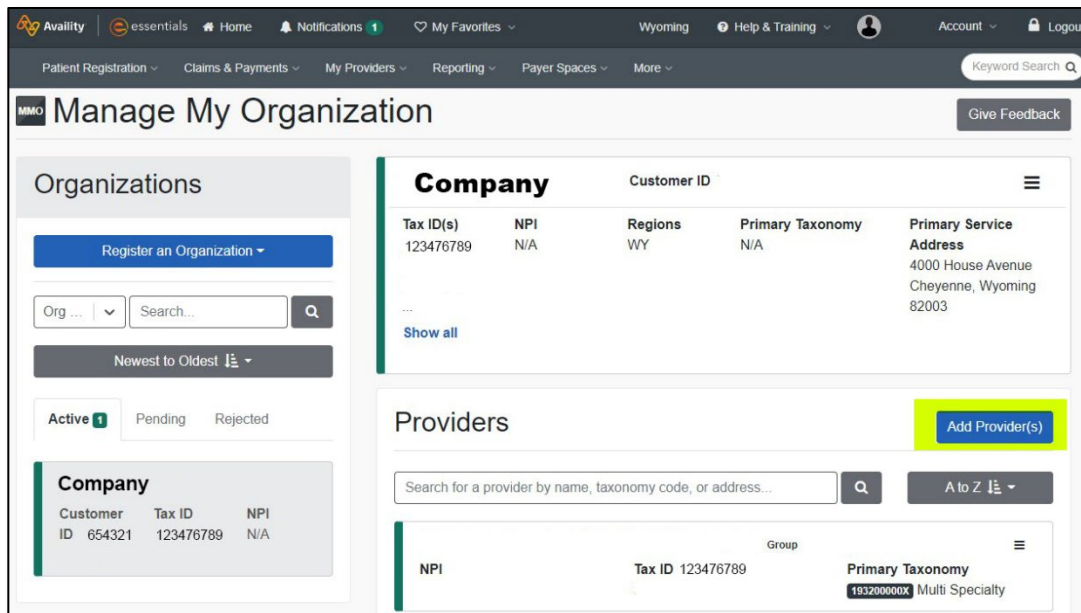
If you need to add a Group NPI/Tax ID combination, select the "**Add Provider(s)**" button, and you will be able to add the information needed.



When selecting "**Find Provider**," your information will populate if it is available through BCBSWY's provider database. If it isn't a valid combination, you will need to contact 888-666-5188 to verify the right combination.

If you have already completed this step, or do not need to, please proceed for the Directory Validation instructions on the following pages.

[Directory Validation:](underlined heading)
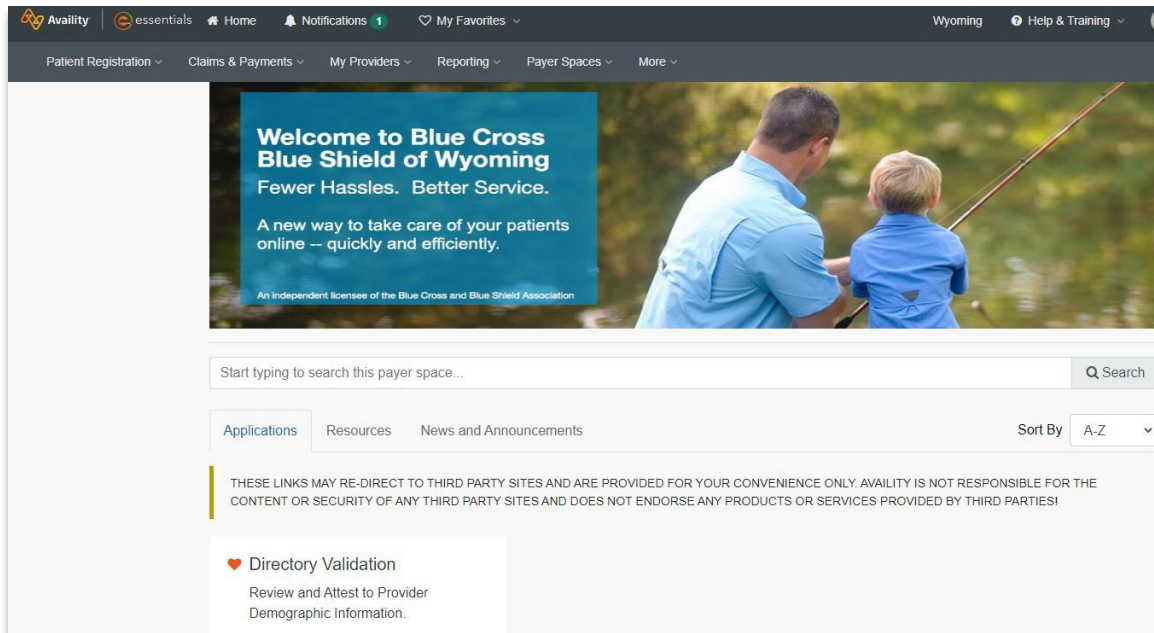


1. Once you open the tool, you will be asked to select "**Select an Organization"** and a provider from the "**Select a Provider"** drop-down menu. This must be populated with either the provider's name or the clinic. Select "**Submit**." Please ensure to select a provider. **Note: If no provider is selected, you will be unable to validate any information.**

2. From here, you should review all providers tied to the tax ID of the provider you selected. You may review the provider of interest by clicking the word "**Select.**"

## PROVIDER DATA MAINTENANCE

### Select Provider

You have access to update and maintain the providers listed below. Please select a provider to begin.

| | Provider Name | Tax ID | NPI | Type | Last Date of Validation |
|---|---|---|---|---|---|
| | | | | | |
| Select | Washakie Medical Center | 830249708 | 1255368593 | HOSPITAL | 01/01/2022 |

3. The next step is to review your General Group Information. Make sure your group name, NPI, and website are listed correctly.

## General Group Information

*Is this general group Information listed below correct?  ◯ Yes  ◯ No

4. If everything is correct select "**Yes**." If there are changes needed, select "**No**." You will be asked to reach out to Provider Relations.

## To Update Your Information                                    Close

Call BCBSWY Provider Relations at 1-888-666-5188

5. Next you will need to review your Group Address and any providers affiliated with that location.

•••

To review the provider list, select the ellipsis icon, _____, next to the address. If the information is correct select "**Yes**."

## General Group Address

*Is the Group's location information correct?  ◯ Yes  ◯ No

6. Finally, you will be asked to review the phone number on file for patient appointments.

7. If the number is correct select "**Yes.**"

## Patient Appointment Schedule Phone Number

*Is the telephone number for patients to schedule appointments correct?  ○ Yes  ○ No

8. If all your answers are **"Yes,"** select the "**Validate**" button at the top of the page, and your confirmation will be sent to us. If you have additional providers to review you can select "**Select Provider,"** and it will return you to the previous screen.

| Validate | Select Provider | Help |

9. If any answers are **"no,"** please reach out to us at 1-888-666-5188.